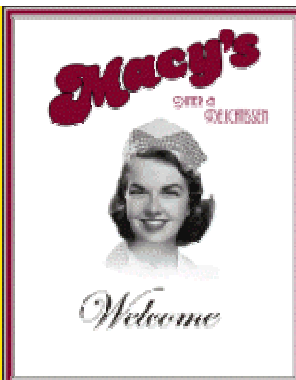


Macy's Diner

2257 Royal Windsor Dr.
Mississauga, ON
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www.macysdiner.com



**"In this business, you
are only as good
tomorrow as you are
today"**

Hans Sturzenbecher
Owner/Operator
Macy's Diner and Delicatessen

Our Side of The Story

Proudly family owned and operated, Macy's Diner and Delicatessen in Mississauga provides its customers with a truly unique dining experience, bringing the ordinary diner upscale to a one of a kind level that pays attention to detail.

"We are a family business and very aware of our customer needs, including our customers with disabilities, says Hans Sturzenbecher, Macy's owner. "We share information about customers and how best to serve them. We have been doing this for as long as we started, not just because of the new AODA customer service standard."

Macy's counts a large senior population among its customer base and has responded to the changing needs of its clientele with a very proactive, customer friendly approach.

"Many of our patrons are older and we noticed some of our customers were bringing

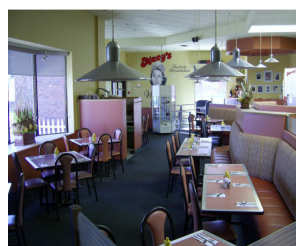
out a magnifying glass to read the menus. So, when we reprinted the menus we increased the size of the font and received very positive feedback as a result," explains Mr. Sturzenbecher. "Some customers come in with a guide dog; we welcome service animals and accommodate them by providing water for the dog, or assisting customers with getting to and from a table."

Macy's Diner and delicatessen is working closely with ORHMA to keep abreast of the new AODA accessibility standards and welcomes this legislation as an opportunity for continuous improvement.

Our Quick Tips:

- ✓ **Don't Reinvent The Wheel**
- ✓ **Empathize And Listen to Your Customers**

"We need to take care of all of our customers, including our customers with disabilities, so this new legislation is a priority for us." Adds Mr. Sturzenbecher; "you need to treat everyone with respect, and treat others as you want to be treated. In this business you are only as good tomorrow as you are today!"



In Partnership with:

